



## JOB SATISFACTION AMONG SOCIAL WORKERS: A STUDY IN VIJAYAPURA AND RAICHUR DISTRICT

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### ABSTRACT

*Social work is a profession help people help themselves. Professionals are received their training in recognized university or institution by qualifying the examination. Social workers are likely to work with society to eradicate the problems. In this regard social work profession guides to build self-esteem and self-confidence among individuals. The objective of the study is to find out the problems encountered by social worker while performing their duties and responsibilities in Vijayapura and Raichur. To fulfil the objectives the study has involved exploratory research design. Sample size was 100 and samples were selected with the help of snowball sampling method. The universe of the study is the social worker those who are working in government and non-government organizations. The study has restricted to Vijayapura and Raichur district of Karnataka. To collect the data researcher has used semi-structured interview schedule were used. The above table shows that result regarding gender differences, male and female in demographic data. 62% of the Male respondents are participated in the study, 49% of the respondents belongs to 30-40 age group and 48% of the respondents are under 30 years. The majority (89%) of the respondents participated in the study, those who have completed a Master of Social Work (MSW). The majorities (57%) of the respondents are private employees. 84% of the respondents belongs to Hindu religion. 77% of the respondents are satisfied with working environment and 72% of the respondents are satisfied with work.*

**KEYWORDS:** Social work , demographic data , personal weaknesses.

### INTRODUCTION

Human beings are continuously influenced by various activities in their surroundings. In order to help people, who are incapable of ensuring their needs due to personal weaknesses and social barriers, a professional approach that emancipates the people from the perpetual dependent syndrome may be examined in the agenda of social work. As a profession it improves the relationship between client and worker. However, an empathetic feeling is expected from a Social Worker so that a genuine understanding and a respect for the plight of the client is realized.

Social Work was rooted in the Charity and an act of kindness. In this sense, every religion maintains social services in different context. However, social work started on base of humanitarian aspects and other acts of kindness. It has developed into a more scientific approach with moving back from sympathy and with a growing body of scientific knowledge. Social Work does not place needy individuals merely as receivers of services from professional Social Worker. Professional Social Worker works with the strengths and weaknesses of the individuals. Unlike some leaders who help poor and needy people and publicize such acts

of help, Social Workers take extreme care to maintain confidentiality about the professional relationship with the clients. The professional help in social work practice need to realize the situational aspects of people. The character of profession is differs on the base on the problems and the kinds of help required by the people as a group or as an individual. Therefore, social work has different methods. Such as: primary (social case work, group work, and community organization) and secondary methods (social work research, social action and social work administration).

The application of these methods is differs in every social context even the problems are same kind. The problems may be different in terms of nature. Thus, the problem may be at the community level, but not necessarily of the same nature. Thus, the professional Social Work is a scientific approach to dealing with problems depending on the state of a client or a group, the nature of the problems and social context in which the client or the group is located. Social work is a profession which works with both society and individuals. It works as change agent, which brings changes in individual's behavior. Each individual are influenced by one another in intense and relationships. More than that social work seeks an influences on society; as well as on individuals. Profession has its own set up limits that what social workers should do and should not. Therefore social work profession has mediator role between individuals and society.

This profession is relatively modern. The interest in social work arouses the sense of community for services and assistance programs. Social work functions in many areas by serving every member of the society and also drawing attention to special groups such as students, patients, events, disabled, families, children, and seniors. Mainly social work professionals are involved in improving the social and psychological conditions of people and make them to lead quality of life. Also profession has aim to enlarge the field of education through establishing many colleges with departments specializing in scientific research.

As mentioned in guiding principles of social work is to help people help themselves. Professionals are received their training in recognized university or institution by qualifying the examination. Social workers are likely to work with society to eradicate the problems. In this regard social work profession guides to build self-esteem and self-confidence among individuals. In this context social work practitioners are need to have depth knowledge about the subject and they need to have skills and techniques. Social workers just empower the people and makes people to lead a self-respectful life. In this regard social workers works in three levels; those are primitive level, preventive level and curative level. Generally social workers goal is to develop the society. The profession helps to keep social, mental and physical well being among persons, groups and community. In these process activities of the profession builds awareness among people on personal, biological and psychological elements. Along with that it enhances their capacity of individuals, groups and communities.

Mainly social work provides assistance to people who are dependent on economic distress. This helps them to adjust with individual's socio-economic environment. Along with that it concentrates on individuals psychological problems which effect on poverty, illness and other risky problems. As a profession it is devoted to analyze the social issues and to solve. Social work has highly given priority to equality, strength, independence, social justice and public welfare (Freeman, 1992; Specht & Courtney, 1994).

Social workers are the service providers for human beings, through the most essential service delivery fields. Those fields are mentioned as women and child development, family development, aged welfare, disability welfare, labor welfare, school development, community ad group development and etc. Social workers carry out the key assessments and referral roles. Social workers must know about the importance of prevention; because it is a best key element (Hall et al., 2000).

### **JOB SATISFACTION:**

Job satisfaction is central to the work lives of employees and to the effective use of workers inside the organizations (Koeske et al 1994). Once employees are satisfied with their work, likely they involve more in the process of work. That to very constant, productive and as a achievers towards organizational goals. According to research, those who work with human beings they are more resulting satisfaction from their work. They are more committed and they provide better services to their authority, than those who are not

satisfied (Acker 1999). Job satisfaction is related to, lead and meaning in work demonstration. It is comprehend to different concepts such as the synchronization in human work life, the role and job involvement. In these aspects the main idea is the link between employee's performance and quality of working life (Summers and Hyman, 2005).

Jack Rothman recognized that job satisfaction is main alarm in the work place and low job satisfaction has occurred to workers. He indicated that low degree of job satisfaction among social workers is a major problem. He mentioned that workers experience with problems makes them to feel powerlessness. The main reasons for this are humanitarian, economic and theoretical. Job satisfaction is originated with life satisfaction, mental and physical health of workers. Enhanced satisfaction has become an important out come in any organization. So in this context the welfare of the employees is very essential for the development of the organization. Job satisfaction is also having a major relationship with workers behaviours. The increased satisfaction reduces the absenteeism and decreased turnover. Even many studies proved that satisfied worker automatically would be a good worker.

In this study job satisfaction has define as the feelings of social workers had about five dimensions of their work activities. Those are work, pay, coworkers, promotions and supervision.

#### OBJECTIVE OF THE RESEARCH STUDY:

The objective of the study is to find out the problems encountered by social worker while performing their duties and responsibilities in Vijayapura and Raichur.

#### METHODOLOGY:

To fulfil the objectives the study has involved exploratory research design. Sample size was 100 and samples were selected with the help of snowball sampling method. The universe of the study is the social worker those who are working in government and non-government organizations. The study has restricted to Vijayapura and Raichur district of Karnataka. To collect the data researcher has used semi-structured interview schedule were used. Collected data was entered in to SPSS version 21.0.

#### ANALYSIS AND INTERPRETATION:

**Table No – 1**  
**Gender**

Sl. No	Particular	Frequency	Percent
1	Male	62	62.0
2	Female	38	38.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table shows that result regarding gender differences, male and female in demographic data. Male (62%) respondents are more than female (38%) on the study.

**Table No – 2**  
**Age (in years)**

Sl. No	Particular	Frequency	Percent
1	Below 30	48	48.0
2	30 – 40	49	49.0
3	40 – 50	2	2.0
4	Above 50	1	1.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table describes the respondent's age. 49% of the respondents belongs to 30-40 age group. 48% of the respondents are under 30 years.

**Table No – 3**  
**Education Qualification**

Sl. No	Particular	Frequency	Percent
1	BSW	4	4.0
2	MSW	89	89.0
3	PhD	2	2.0
4	BA	3	3.0
5	MA	2	2.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The table explains the educational qualification of the respondents those who are participated in the study. The majority (89%) of the respondents participated in the study, those who have completed a Master of Social Work (MSW).

**Table No – 4**  
**Designation**

Sl. No	Particular	Frequency	Percent
1	Counselor	47	47.0
2	Program Co-coordinator	12	12.0
3	Branch manager	4	4.0
4	Superintendent warden	1	1.0
5	Medical Social Worker	2	2.0
6	Psychiatric Social Worker	1	1.0
7	Protection Officer	2	2.0
8	Lecturer	2	2.0
9	Project Co-coordinator	3	3.0
10	Supervisor	5	5.0
11	Fieldworker	16	16.0
12	Computer operator	3	3.0
13	Assistant Manager	2	2.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table shows that designation of the respondent. It shows that 47% of the respondents are working as counselor in different areas; like hospitals, counselling centers, schools and various organizations. 16% of the respondents are working as field workers in various organizations and under government programs and 12% of respondents are working as program coordinators in non-government organizations. As per discussion with respondents most of the social workers are serving in NGOs and Government organizations as contractual bases.

**Table No – 5**  
**Employment sector**

Sl. No	Particular	Frequency	Percent
1	Government employee	18	18.0
2	Private employee	57	57.0
3	Contractual base	25	25.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table shows the employment sector of the respondents. The majorities (57%) of the respondents are private employees, 25% of the respondents are working as contractual base and only 18% of the respondents are government employees.

**Table No – 6**  
**Religion**

Sl. No	Particular	Frequency	Percent
1	Hindu	84	84.0
2	Christian	4	4.0
3	Muslim	11	11.0
4	Other	1	1.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table represents the religion of the respondents. This shows that more number of respondents are belongs to Hindu religion (84%) and very less number belongs to other religion; like Muslim 11%, Christian 4% and 1% other.

**Table No - 7**  
**Work Experience social worker in this agency**

Sl. No	Particular	Frequency	Percent
1	Below 3 years	45	45.0
2	3 to 5 years	24	24.0
3	5 to 10 years	18	18.0
4	Above 10 years	13	13.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table explains about the respondent experience in the agency as a social worker. 45% of the respondents had participated in the study they are having below 3 years' experience, 24% of the respondents are having 3 to 5 years of working experience, 18% of respondents are having 5 to 10 years' experience and 13% of respondents are having above 10 years' experience.

**Table No – 8**  
**Satisfied with your working environment**

Sl. No	Particular	Frequency	Percent
1	Yes	77	77.0
2	No	23	23.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table represents the percentage of work environment satisfaction among social workers. 77% of the respondents are satisfied with working environment and 23% of them are not satisfied with the work environment.

**Table No – 9**  
**Level of satisfaction**

Sl. No	Particular	Frequency	Percent
1	Highly satisfied	17	17.0
2	Satisfied	72	72.0
3	Dissatisfied	10	10.0
4	Highly Dissatisfied	1	1.0
<b>Total</b>		<b>100</b>	<b>100.0</b>

The above table represents the satisfaction rate among social workers. 72% of the respondents are satisfied with work, while 17% of them are highly satisfied. 10% of them are highly dissatisfied with the work environment.

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**CONCLUSION:**

Social workers play humanistic endeavors and that has been defined by profession. Social workers are working in many areas in different positions. Like non-government organizations, volunteer organization, government organizations, hospitals, industries, companies and many more. In this many social organizations are established by those who are social work professionals and those who are not social work professionals. But the work has done by these organizations deserve appreciation and recognition as they are bringing lot of innovation into the formal social work practice. On the other hand, there are also organizations who need guidance to develop proper agenda for intervention. Many responsibilities are handling by social workers in different ways. In this regard knowing how social workers are satisfied by their job. Because in present senior it is very essential to know about the situation, responsibilities, challenges and problems faced by social workers. Present scenario social workers are facing different problems with administration, co-workers, community, decision makings and many more. To identify all these problems and challenges along with job satisfaction of social workers is need to concentrate more.

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